

DoDEA Customer Satisfaction Survey

Privacy Act Advisory. Through this survey we will not collect personally identifying information about you unless you choose to provide such information to us. You should be aware that all comments provided by you through this survey will be sent verbatim directly to individual schools as well as district and Area offices. Therefore, you should not cite individuals by name in your comments.

***Denotes questions taken from the Phil Delta Kappa/Gallup survey**

Demographic Questions	
	Area, district, and school of your school/the child for whom you are completing this survey. (See attached chart for response options for Area, district and school)
	[For students in grades 4-12 only] What is your grade level? 4, 5, 6, 7, 8, 9, 10, 11, 12 [For parents] What is the grade level of the child for whom you are completing this survey? (K, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12)
Overall Education	
1.	*What grade would you give the public schools in the US? (A,B,C,D, Fail, Don't know)
2.	What is the basis for your rating of the public schools in the U.S.? (Check all that apply). <input type="radio"/> My own experience(s) in the U.S. public schools <input type="radio"/> What I've read in newspapers or seen in the media <input type="radio"/> Friends and/or family <input type="radio"/> Other (specify):
3.	What grade would you give the DoD schools overall? (A,B,C,D, Fail, Don't know)
4.	What grade would you give your/your child's school? (A,B,C,D, Fail, Don't know)
5.	One of the DoD schools' main goals is for all students to meet or exceed challenging academic standards. Grade how well your child's school is meeting this goal right now. (A,B,C,D,FAIL, Don't know)
6.	How would you grade your/your child's school in preparing students in the following subjects? (A,B,C,D,FAIL, Don't know/Not applicable) <input type="radio"/> Reading <input type="radio"/> Writing <input type="radio"/> Mathematics <input type="radio"/> Science <input type="radio"/> Social Studies <input type="radio"/> Use of technology <input type="radio"/> Foreign language
7.	How effective do you think the DoD schools are in preparing students for the 21 st century? <input type="radio"/> Very effective <input type="radio"/> Somewhat effective <input type="radio"/> Somewhat ineffective <input type="radio"/> Very ineffective
8.	Do you consider after school or co-curricular activities (i.e., band, drama, science club, sports, etc.) as important as the academic subjects (i.e., mathematics, reading, art, music)? <input type="radio"/> After school or co-curricular activities are as important as the academic subjects <input type="radio"/> After school or co-curricular activities are an addition/supplement to the academic subjects <input type="radio"/> Don't know

9.	<p>In you/your child's school, do you think each of the following is: A major problem, a minor problem, or not a problem at all? [This is a grid question with responses across the top]</p> <ul style="list-style-type: none"> Crime/vandalism Fighting/violence Gangs Bullying Use of drugs/alcohol Childhood obesity Racial and ethnic understanding Inappropriate discipline Timely communication from teachers/administrators Financial support/funding Low quality curriculum/standards Overcrowded schools Overcrowded classes Transportation Poor/outdated buildings and grounds Lunch program Other (please specify)
10.	<p>Which of the following do you feel has the most potential to improve your/your child's school? [The selected item would be dropped and the items would be asked a second time for second most important improvement. Likewise, a third presentation would be made of the remaining items.]</p> <ul style="list-style-type: none"> <input type="radio"/> Raising academic standards <input type="radio"/> Reducing class size <input type="radio"/> Improving teacher qualifications and competence <input type="radio"/> Improving administrative qualifications and competence <input type="radio"/> Consistent discipline policies <input type="radio"/> Increasing access to instructional technology. <input type="radio"/> Increasing academic support programs <input type="radio"/> Increasing communication between school and home <input type="radio"/> None of the above <input type="radio"/> Other (Please specify)
11.	<p>How safe do you/your child/students feel in this school?</p> <ul style="list-style-type: none"> <input type="radio"/> Very safe <input type="radio"/> Somewhat safe <input type="radio"/> Somewhat unsafe <input type="radio"/> Very unsafe
12.	<p>*In your opinion, who has the greatest effect on a student's level of achievement in school—the student, the student's teachers, or the student's parents?</p> <ul style="list-style-type: none"> <input type="radio"/> Student <input type="radio"/> Teachers <input type="radio"/> Parents <input type="radio"/> Students, parents, and teachers equally <input type="radio"/> Do not know
13.	<p>Please provide additional comments on overall educational issues.</p>
Assessment	
14.	<p>*In your opinion, is there too much emphasis on achievement testing in your school, not enough emphasis on testing, or about the right amount?</p>

	<input type="radio"/> Too much emphasis <input type="radio"/> Not enough emphasis <input type="radio"/> About the right amount <input type="radio"/> Do not know
15.	Please provide any additional comments regarding assessment.
TECHNOLOGY	
16.	How effective is you/your child's school in using computer technology as a tool for learning? <input type="radio"/> Very effective <input type="radio"/> Somewhat effective <input type="radio"/> Somewhat ineffective <input type="radio"/> Very ineffective <input type="radio"/> Don't know
17.	How (have you/has your child) used technology as a tool for learning at this school? <ul style="list-style-type: none"> • Used online resources to locate information • Created multimedia products (presentations, websites, video) • Published assignments (word processing, desktop publishing) • Analyzed data (using spreadsheets, graphs, charts, and databases) • Practiced/learned subject matter content (reading, mathematics, science)
18.	Has the use of computer technology improved the quality of instruction at your/your child's school? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure
19.	Please provide any additional comments regarding technology.
STUDENT SUPPORT	
20.	[NOTE: For students/parents of grades 6-12 only) Has your child/have you used the counseling services at your school this school year? <input type="radio"/> Yes <input type="radio"/> No (Skip to question #26) <input type="radio"/> Unsure (Skip to question #26)
21.	[NOTE: For students/parents of grades 6-12 only) Have you /Has your child used the following counseling services at your school this year? (Yes/No) [This is a grid question with yes/not across the top] career planning (for example, assistance with college applications, financial aid, interest inventories, career selection) academic assistance (for example, scheduling classes, counseling regarding grades, meeting graduation requirements, arranging for tutoring) assistance with personal or social issues transition planning (assistance in moving to a new location) post-secondary plan development (plan for first year after high school) 4- or 6- year plan development (long-term plan for coursework and activities throughout middle and high school years) receipt of systemwide test results (<i>TerraNova</i> , ASVAB, PSAT/SOAS, PSAT/NMSQT, SAT, ACT, AP exams.) interpretation of systemwide test results (<i>TerraNova</i> , PSAT/SOAS, PSAT/NMSQT, AP exams) other (please specify) I/my child used the counseling services but I am unsure why or do not wish to say why
22.	[NOTE: For students/parents of grades 6-12 only) How satisfied are you with the following counseling services at your/your child's school? (very satisfied, satisfied, dissatisfied, very dissatisfied, not enough knowledge to rate this item)[This is a grid question with ratings across the

	<p>top]</p> <p>career planning (for example, assistance with college applications, financial aid, interest inventories, career selection)</p> <p>academic assistance (for example, scheduling classes, counseling regarding grades, meeting graduation requirements, arranging for tutoring)</p> <p>assistance with personal or social issues</p> <p>transition planning (assistance in moving to a new location)</p> <p>post-secondary plan development (plan for first year after high school)</p> <p>4- or 6- year plan development (long-term plan for coursework and activities throughout middle and high school years)</p> <p>receipt of systemwide test results (<i>TerraNova</i>, ASVAB, PSAT/SOAS, PSAT/NMSQT, SAT, ACT, AP exams.)</p> <p>interpretation of systemwide test results (<i>TerraNova</i>, PSAT/SOAS, PSAT/NMSQT, AP exams)</p> <p>other (please specify)</p>
23.	<p>[NOTE: For students/parents of grades 6-12 only) This school year, has your/your child’s counselor communicated with you (by email, phone, newsletters, or letters) regarding my/my child’s: (Yes/No.)][This is a grid question with ratings across the top]</p> <p>career planning (for example, assistance with college applications, financial aid, interest inventories, career selection)</p> <p>academic assistance (for example, scheduling classes, counseling regarding grades, meeting graduation requirements, arranging for tutoring)</p> <p>assistance with personal or social issues</p> <p>transition planning (assistance in moving to a new location)</p> <p>post-secondary plan development (plan for first year after high school)</p> <p>4- or 6- year plan development (long-term plan for coursework and activities throughout middle and high school years)</p> <p>receipt of systemwide test results (<i>TerraNova</i>, ASVAB, PSAT/SOAS, PSAT/NMSQT, SAT, ACT, AP exams.)</p> <p>interpretation of systemwide test results (<i>TerraNova</i>, PSAT/SOAS, PSAT/NMSQT, AP exams)</p>
24.	<p>[NOTE: For students/parents of grades 6-12 only) Which of the following counseling program services utilized by you/your child this school year have been most beneficial?</p> <p><input type="radio"/> academic assistance (scheduling classes, counseling regarding grades, meeting graduation requirements, arranging for tutoring, etc.)</p> <p><input type="radio"/> personal-social assistance (assistance with personal issues)</p> <p><input type="radio"/> career planning (assistance with college applications, financial aid, interest inventories, career selection)</p>
25.	<p>[NOTE: For students/parents of grades 9-12 only) Please grade your child’s high school counseling services concerning students’ future plans (college, work, military, etc.). (A,B,C,D,FAIL, Don't know, No Answer)</p>
26.	<p>Overall, what grade would you give the counseling services at your/your child’s school? (A, B, C, D, Fail, Don’t Know)</p>
27.	<p>Please provide any comments on the counseling services at your/your child’s school.</p>
28.	<p>Students within the DoD schools transfer quite regularly. Grade how effectively your/your child’s school welcomes new students into the school. (A,B,C,D,FAIL, Don't know)</p>
29.	<p>How satisfied are you with the assistance available to students who need academic help in your/your child’s school?</p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Somewhat satisfied</p>

	<input type="radio"/> Somewhat dissatisfied <input type="radio"/> Very dissatisfied <input type="radio"/> Don't know
30.	Please mark the co-curricular programs that you have/your child has participated in this school year: <ul style="list-style-type: none"> • Athletic team/clubs • Academic club • Band/orchestra • Other clubs • Cheerleading • Choir/choral group • Debate/speech • Drama/theater • Honor societies • None • Other (please specify)
31.	Please provide any additional comments regarding student support.
COMMUNICATION	
32.	How effective is your/your child's school in using each of the following to communicate with you? (Extremely effective, Very effective, Somewhat effective, Slightly effective, Not at all effective, Not available).][This is a grid question with ratings across the top] <p style="margin-left: 40px;"> School newsletters School open houses School news hotlines School web page Individual teacher web pages Email/Letters from teachers Email/Letters from Principal Telephone Teen pages School visits by parents Parent-Teacher Conferences Town hall meetings Parent Handbook School Advisory Committee/Board Meetings Community Newspaper AFN/Commander's Channels </p>
33.	Grade your child's school on the following: (A, B, C, D, Fail, Don't know) <ul style="list-style-type: none"> <input type="radio"/> Communicating my child's academic progress <input type="radio"/> Communicating information about my child's behavior <input type="radio"/> Providing information about school events and activities <input type="radio"/> Responding to my questions and concerns in a timely manner
34.	Please provide any additional comments regarding school communication.
35.	Please provide any additional comments about DoD schools.